

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	291	301	-3%
	Admits	32	88	-64% ▼
	Discharges	43	102	-58% ▼
	Service Hours	9,256	10,131	-9%
	Bed Days	7,598	6,356	20% ▲
	S.Rehab/PHP/IOP	5,778	6,023	-4%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	198	47.1%
	ACT	90	21.4%
	Residential Services	76	18.1%
	Community Support	56	13.3%

Consumer Satisfaction Survey

(Based on 180 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		86%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Participation in Treatment		85%	80%	92%
✓ Quality and Appropriateness		84%	80%	93%
✓ Overall		84%	80%	91%
✓ Access		82%	80%	88%
● Outcome		79%	80%	83%
● Recovery		73%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	12	4%	15% ▼
26-34	32	11%	22% ▼
35-44	38	13%	19%
45-54	87	30%	25%
55-64	96	33%	15% ▲
65+	26	9%	4%

Gender	#	%	State Avg
Male	184	63%	58%
Female	107	37%	42%

Ethnicity	#	%	State Avg
Non-Hispanic	256	88%	75% ▲
Unknown	17	6%	6%
Hisp-Puerto Rican	13	4%	12%
Hispanic-Other	5	2%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	242	83%	64% ▲
Black/African American	29	10%	17%
Other	9	3%	14% ▼
Multiple Races	8	3%	1%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%
Unknown	1	0%	3%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	89	1%
Admits	10	19	-47% ▼
Discharges	13	15	-13% ▼
Service Hours	2,688	3,071	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	77%	78%
SA Screen Complete	77%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	50%	65%	52%	-15% ▼
No Re-admit within 30 Days of Discharge		12	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge		3	50%	90%	53%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		85	94%	60%	85%	34% ▲
Social Support		68	76%	60%	67%	16% ▲
Employed		10	11%	15%	10%	-4%
Improved/Maintained Axis V GAF Score		41	50%	85%	33%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	100%	90%	96%	10%

▲ > 10% Over ▼ < 10% Under


Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs



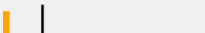

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	57	-2%
Admits	3	33	-91% ▼
Discharges	11	4	175% ▲
Service Hours	909	754	20% ▲


Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	65%	50%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		54	96%	60%	64%	36% ▲
✓ Stable Living Situation		56	100%	80%	90%	20% ▲
● Employed		2	4%	20%	9%	-16% ▼
● Improved/Maintained Axis V GAF Score		42	79%	95%	47%	-16% ▼

Service Utilization



	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	100%	90%	94%	10%

Data Submission Quality















Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% 94%


On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 78%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 57%
✓ SA Screen Complete		100% 57%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%
✓ Valid Axis V GAF Score		100% 98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							100%
Services							100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 40 Active CSP Programs

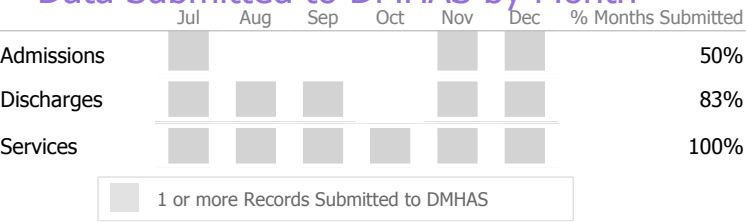
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	80	-15% ▼
Admits	3	8	-63% ▼
Discharges	7	13	-46% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,754	2,385	-26% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	2	3	-33% ▼
Discharges	1	5	-80% ▼
Service Hours	3,749	4,160	-10%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	63%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	83%	60%	84%	23% ▲
✓ Stable Living Situation		18	100%	85%	94%	15% ▲
● Employed		0	0%	25%	10%	-25% ▼
● Improved/Maintained Axis V GAF Score		11	69%	95%	61%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	95%	10%

Data Submission Quality

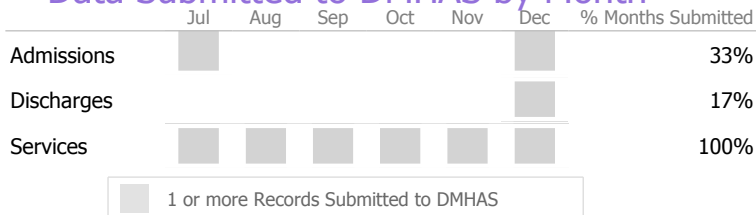
Data Entry	Actual	State Avg
Valid NOMS Data		98% 99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 83%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 88%
✓ SA Screen Complete		100% 88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%
✓ Valid Axis V GAF Score		100% 97%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	2	3	-33% ▼
Discharges	2	4	-50% ▼
Bed Days	1,624	1,504	8%

Discharge Outcomes

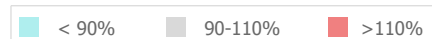
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	71%	20% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	88%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		1	50%	90%	83%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	80%	22% ▲
✓ Stable Living Situation		11	100%	90%	96%	10%
● Improved/Maintained Axis V GAF Score		7	78%	95%	49%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	1,979 days	0.8	98%	90%	93%	8%



Data Submission Quality

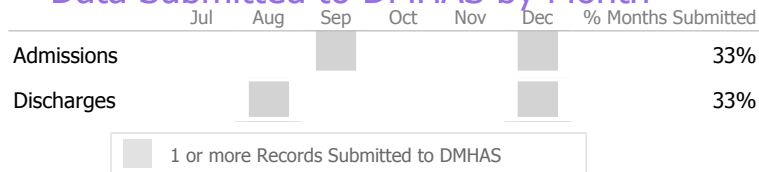
Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 87%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 88%
✓ SA Screen Complete		100% 88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 99%
✓ Valid Axis V GAF Score		100% 95%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 Below Goal

* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,472	1,402	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	80%	40% ▲
Stable Living Situation		8	100%	90%	96%	10%
Improved/Maintained Axis V GAF Score		6	75%	95%	49%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,342 days	1.0	100%	90%	93%	10%

< 90% 90-110% >110%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	78%	40% ▲
Stable Living Situation		6	100%	95%	94%	5%
Improved/Maintained Axis V GAF Score		5	83%	95%	56%	-12% ▼
Employed		0	0%	25%	7%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	1,158 days	1.0	100%	90%	97%	10%

< 90% 90-110% >110%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 71 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	0	
Admits	2	-	
Discharges	-	-	
Bed Days	516	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	79%
Cooccurring		
MH Screen Complete	67%	81%
SA Screen Complete	67%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	1	0	0	0	0	0	17%
Discharges	0	0	0	0	0	0	0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	78%	40% ▲
Stable Living Situation		3	100%	95%	94%	5%
Employed		0	0%	25%	7%	-25% ▼
Improved/Maintained Axis V GAF Score		1	100%	95%	56%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	175 days	1.0	93%	90%	97%	3%

< 90% 90-110% >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 71 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	1,910	2,051	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	63%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	100%	60%	84%	40% ▲
✓ Stable Living Situation		14	93%	85%	94%	8%
● Employed		1	7%	25%	10%	-18% ▼
● Improved/Maintained Axis V GAF Score		8	62%	95%	61%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	95%	10%

Data Submission Quality

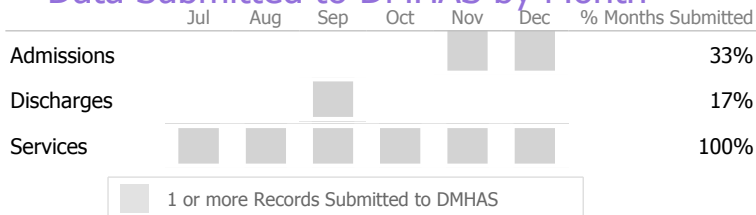
Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 83%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 88%
✓ SA Screen Complete		100% 88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%
✓ Valid Axis V GAF Score		100% 97%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,104	1,091	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	80%	40% ▲
Stable Living Situation		6	100%	90%	96%	10%
Improved/Maintained Axis V GAF Score		4	67%	95%	49%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	1,217 days	1.0	100%	90%	93%	10%

< 90% 90-110% >110%

> 10% Over < 10% Under

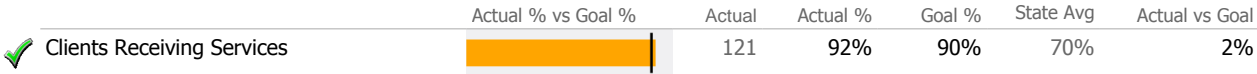
Actual Goal Goal Met Below Goal

* State Avg based on 26 Active Group Home Programs

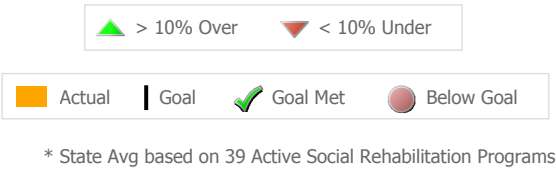
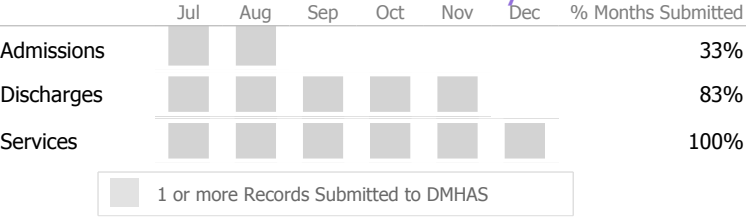
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	152	-9%
Admits	8	13	-38% ▼
Discharges	7	29	-76% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,024	3,638	11% ▲

Service Utilization



Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	5	-100% ▼
Discharges	-	-	
Bed Days	920	335	175% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	100%	79%
Cooccurring		
MH Screen Complete	100%	81%
SA Screen Complete	100%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	78%	20% ▲
Stable Living Situation		5	100%	95%	94%	5%
Improved/Maintained Axis V GAF Score		4	80%	95%	56%	-15% ▼
Employed		0	0%	25%	7%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	407 days	1.0	100%	90%	97%	10%

< 90%
90-110%
>110%

▲ > 10% Over
▼ < 10% Under

Actual
Goal
Goal Met
Below Goal

* State Avg based on 71 Active Supervised Apartments Programs

Women's Program 306235

Gilead Community Services Inc.

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	1	-	
Bed Days	858	920	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	65%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	78%	40% ▲
✓ Stable Living Situation		5	100%	95%	94%	5%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		3	60%	95%	56%	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%

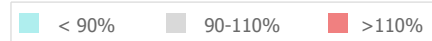
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 79%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 81%
SA Screen Complete		N/A 81%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 99%
✓ Valid Axis V GAF Score		100% 97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,320 days	1.0	93%	90%	97%	3%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supervised Apartments Programs